

INTRODUCTORY SCRIPT

PLACE CALL AND ASK TO SPEAK TO THE RESPONDENT: May I speak with <RESPONDENT'S FIRST AND LAST NAME>?

SCRIPTS TO USE WITH GATEKEEPERS:

TO IDENTIFY YOURSELF SAY: My name is (YOUR NAME) and I am calling from (the Battelle Seattle Research Center/Decision Information Resources). We are conducting a short survey for Job Corps. Your responses are confidential, and we appreciate your time and assistance. Your participation is voluntary. This collection of information has been approved by the Office of Management and Budget (under OMB approval number 1205-xxxx). Without this approval, we would not be able to conduct this survey. On average it takes about 10-15 minutes to complete this survey. Depending on your situation, it could take a little bit longer. For example, if you currently have more than one job, it may take a little longer to complete. May I speak with <RESPONDENT'S FULL NAME>?

IF ASKED WHAT THE SURVEY IS ABOUT, CONTINUE: The survey is being done to learn how former Job Corps participants are doing after they leave Job Corps. We sent a (letter/post card) recently that explained the survey and mentioned that we would be calling. PAUSE, LISTEN TO PERSON'S CONCERNS.

CONTINUE IF NECESSARY: All the information will be kept confidential and only used by Job Corps to assess how young people are doing since they left Job Corps. PAUSE, LISTEN TO PERSON'S CONCERNS

IF NECESSARY OPEN FAQ SCREEN TO ANSWER ADDITIONAL CONCERNS OR CONTINUE: This is a short telephone survey that will only take about 10-15 minutes to complete.

IF RESPONDENT NOT AVAILABLE: Is there a good time to call when we can reach <RESPONDENT'S NAME>? RECORD BEST TIME TO CALL BACK.

ASK TO HAVE RESPONDENT CALL THE TOLL-FREE NUMBER: I would like to leave a toll-free telephone number that <RESPONDENT'S NAME> can call to reach us. The number is 1-800-XXX-XXXX.

SCRIPT TO USE WITH RESPONDENT:

WHEN YOU HAVE THE RESPONDENT ON THE LINE, READ: My name is (YOUR NAME) and I am calling from (the Battelle Seattle Research Center/Decision Information Resources). We are conducting a short survey for the U.S. Department of Labor to learn how Job Corps graduates are doing after they leave Job Corps.

PROGRAM CHECK: IF THIS IS A 6-MONTH GRADUATE SURVEY, CHECK IF checkpoint WAS COMPLETED AND DISPLAY NEXT LINE USING "THREE". IF SURVEY IS A 12-MONTH GRADUATE SURVEY, CHECK IF 6-MONTH SURVEY WAS COMPLETED AND DISPLAY "SIX" IN THE NEXT LINE. ELSE DO NOT DISPLAY LINE

You may recall we interviewed you about (three/six) months ago.

CONTINUE: The purpose of the (follow-up) survey is to improve services for future Job Corps students by collecting information from former students about how they are doing. On average the survey takes about 10 minutes to complete.

DISPLAY PAYMENT STATEMENT ONLY FOR GRADUATES:

This survey is considered part of the Career Development Services System and you will be paid \$20.00 for completing it as part of your continuing participation in CDSS.

READ STATEMENT OF CONFIDENTIALITY (REQUIRED): Before I begin I want to read a short statement about your rights and protecting your privacy. Your participation in this survey is completely voluntary. The confidentiality of your answers is guaranteed by the Privacy Act of 1974. This means that we will not share your answers with anyone outside of Job Corps. Job Corps will only use information from the survey for program evaluation and will not share your answers with anyone outside of Job Corps in any manner that would enable someone to identify you. You may refuse to answer any questions that you do not want to answer. This call may be monitored for quality by my supervisor. May I begin?

FREQUENTLY ASKED QUESTIONS AND ANSWERS

HOW LONG WILL THE THIS TAKE?

On average it takes about 10 minutes to complete. Depending on your situation, it could take a little bit longer. For example, if you currently have more than one job, it may take a little longer to complete.

WHAT KINDS OF QUESTIONS ARE YOU ASKING?/WHAT IS THIS ABOUT? The questions are mostly about your recent work or school activities. We also ask a few questions about services you may have received from Job Corps and your satisfaction with those services.

HOW DID YOU GET MY NAME? Job Corps contracts with us to do follow ups of their former students and provides us with a list of names and telephone numbers.

HOW WILL YOU PROTECT MY PRIVACY?/CONFIDENTIALITY?

(Battelle/DIR) has data collection policies and procedures to ensure that your answers are kept private and confidential. Your name and contact information is stored in a computer database that is kept separate from the database that stores the answers to our questions. All of our computer files are password protected and stored on secure servers. In addition, all of our staff sign a confidentiality agreement as a condition of their employment.

WHO DO YOU WORK FOR?/WHERE ARE YOU CALLING FROM?/WHAT IS BATTELLE/DIR?

BATTELLE ONLY: I am calling from the Battelle Seattle Research Center. Battelle is a not-for-profit research organization that does research for the Job Corps and other government agencies.

DIR ONLY: I am calling from Decision Information Resources, Inc. DIR is a Houston-based company that does research for Job Corps and other government agencies.

We collect information for use in research and program evaluation projects. We are not selling anything and all of the information you provide will only be used for research and to help to evaluate the effectiveness of the Job Corps program.

WHAT'S IN THIS FOR ME?/WHY SHOULD I ANSWER YOUR QUESTIONS?

By helping us today you can help Job Corps better understand how their former students are doing after they leave Job Corps. By learning what former students are doing after leaving Job Corps, planners can make the program better for future students.

GRADUATES ONLY: Also, you will be paid for your participation. This effort is part of the Career Development Services System and you will be paid [\$10/\$15/\$20] for completing it as part of your continuing participation in CDSS. Job Corps will send you \$XX after you complete this checkpoint with us [\$10]/this 6 month follow up with us[\$15]/this 12 month follow up with us[\$20].

AM I GOING TO BE PAID?/HOW LONG WILL IT TAKE TO GET MY MONEY?

FORMER ENROLLEES ONLY: No, I am sorry we cannot pay you for your time. However, this check in with you today is very brief and won't take much time and the information you share with us will be very helpful to Job Corps in making the program better for future students.

GRADUATES: Yes, Job Corps will send you [\$10.00/\$15.00/\$20.00] as part of your participation in the Career Development Services System. We will notify Job Corps after you complete this follow up and the Job Corps Data Center will send you a check. It usually takes about XX days to receive your money.

CAN YOU HELP ME GET SERVICES I NEED?

FOR GRADUATES ONLY: We are a survey research contractor and cannot provide the services you need. But we can give you a telephone number to call Job Corps for help. The telephone number is 1-800-XXX-XXXX.

FORMER ENROLLEES ONLY: We are a survey research contractor and cannot provide the services you need.

I DON'T HAVE TIME NOW

We can schedule a time to call back that is more convenient for you. It will only take about 10 minutes of your time. What is a good time to call when you will have a few minutes? Are mornings, afternoons, evenings or weekends better for you?

I DON'T WANT TO SET AN APPOINTMENT WITH YOU

Okay, then let me leave our toll free telephone number with you. It is 1-800-XXX-XXXX. You can call us at a time that is best for you. We have interviewers available seven days a week from (INSERT TIME BASED ON RESPONDENT'S TIME ZONE)

I AM ANGRY ABOUT MY EXPERIENCE AT JOB CORPS/I DON'T WANT TO HELP JOB CORPS/ I DON'T THINK SURVEYS ARE WORTH DOING BECAUSE NOTHING IS GOING TO CHANGE

Job Corps is interested in the insights and opinions of all former students, including those who didn't like everything about their experience in the program. You can help Job Corps become a better program for other young people if you will share your experiences by completing this survey.

We really are interested in everyone's opinions. It is important that Job Corps hear from students with different opinions about the services they received.

GRADUATES ONLY: I DON'T THINK THIS APPLIES TO ME/I DIDN'T "GRADUATE" FROM JOB CORPS

Job Corps may define graduation differently than how you may be thinking about it. You don't have to go through a graduation ceremony or receive a diploma from Job Corps to be considered a Job Corps graduate. You are listed as a person that Job Corps believes met the qualifications to be considered a Job Corps completer. IF NECESSARY EXPLAIN QUALIFICATIONS: Completion of either the vocational training requirements, the GED or both is how Job Corps defines a graduate.

FORMER ENROLLEES ONLY: I DON'T THINK THIS APPLIES TO ME/I WAS ONLY IN JOB CORPS FOR A SHORT PERIOD OF TIME

You are listed as some one who was enrolled in the program for at least 2 months and Job Corps is interested in knowing more about what you are doing now.